

Readout - Bank CEO call 3.0

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Here is the readout from the third call on EA.

Everyone except **Personal Info. [REDACTED]** was present.

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DPM: Two things I want to say at the start.

First – thank you so much. Hard to believe that it was only a week ago we were on a call on last Sunday talking about this. I am grateful to each of you for your swift actions and the hard work of your employees. You really should know – and everything I say is off the record here – what you have done has made a real difference. The progress we have made in recent days has been aided in part by what you have done and it could have been so much worse if we didn't have that.

The RCMP has told they have heard from protestors as they were leaving the blockades that they did so because their families said their accounts were frozen, so get the hell out of there.

This is a much better and peaceful way to end things.

Second – Michael and I have been talking to the RCMP about a process for unfreezing accounts. We are aware of that your staff, rightly, should not be on the front line of dealing with that. The RCMP have agreed that the right person to figure that out should be a local police person, working with your guys. That is underway.

Keen to know if you have thoughts.

Personal Info. [REDACTED]: We are taking our instructions from the RCMP. Figuring out the process by which we put in place what you are talking about will be imperative. We have had to add security to some of our branches to keep staff safe.

Personal Info. [REDACTED]: Not much to add to what **Personal Info. [REDACTED]** said. We can't lose time developing the process – we need clarity soon as we are having to make decisions soon about what to do with the participants who have left.

DPM: I agree. What I just said at the press conference today is the truth – the point is not to seize people assets but to give them a carrot and a stick to leave. The carrot is that you get your assets back if you leave. Not for public consumption but the emergency measures we have put in place have disrupted other potential occupiers. We have stopped a convoy at the Manitoba / Ontario border. We stopped another take over of the Ambassador Bridge. We are monitoring what is happening outside of Ottawa. You saw what we were able to do in Surrey.

Michael Sabia (MS): I take **Person** point very seriously. We are trying to get this sorted out in the next 24 hours.

DPM: We, the principals, are having a daily meeting with the RCMP. So don't suffer in silence. Please communicate with us if you have issues and we can bring them forward.

Personal Info.: Very important that the RCMP is the one to run the process, they should be the judge of that not the banks.

The long-term fixes to FINTRAC should not be lost. We can't go back to the way things were before.

As Canadians we need to get a handle on how a small group of truckers are able to bring things to a standstill. We have to reflect on this and act not just admire the problem.

DPM: We all agree with you on FINTRAC. We hope to be able to make those changes permanent very shortly. That is just about bringing us into the modern day.

I like what you said **Perso** about 'acting and not admiring the problem'. What we did on the Emergencies Act is a very big thing and I am even more certain today than I was a week ago that that was the right thing to do.

But we do have to be clear with Canadians that the other emergency powers will end, and ensure that whatever comes next, Canadians have an opportunity to freely debate and engage in through the democratic process.

Pers: We think we have a path to do most of what we need to do on FINTRAC through regulations rather than legislation, and we are well advanced down that path.

Personal Info.: Thanks for what you said Chrystia on unfreezing accounts. That is important.

I am also really happy to hear that we can't just look to level the playing field, that open banking isn't just a way to let more in. We have to focus on security of the systems and institutions we have.

DPM: I very much agree with you **Pers** about not seeking to level the playing field here on open banking.

Personal Info.: Agree we need a process soon on what to do with un-freezing. We are having to make decisions on the fly. Give you one example: we had a person whose account was frozen, then left Ottawa. They got to the Manitoba border and phoned us to say they were out of gas and needed money to get home to Saskatchewan. We temporarily unfroze their credit card to give them a little bit of money so they go home and we watched them the whole way.

In the same way that you gave us a heads up to get ready before the order was in place, we need a heads up when it is being lifted. Because immediately we will hear from customers and once the order is lifted our immunity goes away.

Thank you to Isabelle, she has been excellent to work with.

DPM: Thank you for your comment about Isabelle, she is doing a fantastic job.

That kind of story you just told, **Perso**, is really important. That is the kind of street level intel I need. It is reassuring to me that people are being smart about this, that you have people at BMO acting appropriately.

On the point about information sharing, we have an important vote we have to get through today and later this week in the Senate. We will keep talking with you.

Your point about the indemnity is super important.

Pers: Thank you that you have been careful to keep saying all the time “financial institutions”. Not all your colleagues have been so diligent. As an extension of that, FINA has invited CBA to speak on Wednesday. And CBA’s reaction is, quite rightly, well why just us, where are the credit unions?

Pers: Thanks for the comment about Isabelle. If CBA wants to take their time, go ahead. It will slow them down on us.

Per: On behalf of all of CBA, Isabelle has been really great.

DPM: I have to run. But I think we know we all have a role to play, as political leaders, as business leaders, to listen to Canadians and help steer our country through challenging times.

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